

SPD 2800.1 Rev. A
August, 2003

John C. Stennis Space Center

**Provision of Institutionally Funded IT Resources and
Services**



National Aeronautics and
Space Administration

John C. Stennis Space Center
Stennis Space Center, MS 39529-6000

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	<i>Number</i>	<i>Rev.</i>
	Effective Date:	August 5, 2003
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Responsible Office: Center Operations Directorate, Information Management Division		
SUBJECT: Provision of Institutionally Funded IT Resources and Services		

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1. POLICY

a. In order to effectively manage government resources, information technology (IT) resources and services that are funded by the Stennis Space Center (SSC) institutional (Center Operations Directorate) budget will be provided only to the minimum level required to accomplish work requirements and/or job responsibilities. The objective is to contain costs and minimize shared charges associated with the provision of services.

b. Provision of telecommunications, computer resources, and other IT services funded by the institutional budget will be approved or disapproved in accordance with this policy.

c. Resources and services will be provided according to baseline standards established in Attachment A for the categories of positions and requirements described below. The levels of resources and services permitted in Attachment A will be based on levels of responsibility and requirements defined for each position/requirements category. While variations in position responsibilities and requirements may occur between and within organizations, these definitions represent reasonable groupings of services to accomplish general functions and requirements.

(1) Center Director (CD) and Center Director Direct Reports (CDDR). This category covers the personnel in the center's top management tier including their deputies.

(2) SSC Prime Contract Project Managers (PM) – This category covers project managers for the prime support services contractors of NASA/SSC.

(3) Division Chief/Manager. These are the personnel that report to a Director/Contract Project Manager.

(4) Branch Chief (BC)/Office Lead (OL)/First Line Supervisor (FLS). These are the supervisors of the employees.

(5) CDDR Secretary. This category covers the secretaries that are the support to the Center Director's top management tier.

(6) Secretary. These are the official Organization secretaries.

(7) Desk Employee. These employees perform a majority of their duties in an office environment, e.g., at a desk.

(8) Field Employee. These employees perform a majority of their duties outside an office environment such as in a field setting.

(9) Conference Rooms. This category identifies services that may be provided to an officially recognized conference room. The Director, Center Operations and Support Directorate, approves the designation of all official Conference Rooms and the Space Allocation Manager maintains the list of these conference rooms.

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(10) Special Cases. These include Public areas and special function areas. These are addressed on a case-by-case basis. Examples include the Emergency Operations Center, security vehicles, guard gates, and elevators.

- d. The Attachment A services matrix represents baseline standards for generally defined positions. Some positions may require less or more services to perform specific work functions. Requirements for services other than those depicted will be addressed and approved on a case-by-case basis. Refer to paragraph 1.j for the approval process. Requests for such services must include complete justifications and must be approved by the immediate supervisor.
- e. The levels of service definitions approved by NASA/SSC management for each position/category in the Attachment A services matrix will be maintained and periodically updated by the Chief, Information Management Division.
- f. Establishment of a baseline service standard does not preclude management responsibility and vigilance in maintaining more appropriate minimum service levels for positions under their purview. If a particular service is not required for an employee to accomplish official duties, it should not be requested.
- g. The NASA/SSC Information Management Division reserves the right to deny requests for services deemed not necessary or in the best interest of the Government. Requests for waiver to this policy and associated standards must be justified in writing and submitted to the NASA/SSC Information Management Division.
- h. Certain functions and conditions (e.g., accessibility requirements specified by Section 508 of the Rehabilitation Act [29 U.S.C. 794d.] as amended and for which other standards may be developed) may require variations to the level of services identified by this policy. Special cases should be identified and/or will be known by the supervisor and the cognizant personnel office. Such requirements will be addressed on a case-by-case basis.
- i. All services provided are subject to audit. Misuse of services may result in disciplinary actions and/or reimbursement to the government including administrative fees.
- j. Requests for different services or appeals for denial of service requests should be submitted to the below representatives in the order depicted below. Requests must include a requirements statement signed by the immediate supervisor.
 - 1) Desktop Operations Manager or Desktop Applications Manager
 - 2) Chief, Information Management Division
 - 3) Director, Center Operations Directorate

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2. APPLICABILITY

- a. This policy applies to NASA and NASA contractors at SSC performing services that are funded by the Institution (Center Operations Directorate).
- b. This policy covers all IT services such as telephones, Federal Telephone System (FTS) Long Distance Service, FTS Calling Cards, desktop, e-mail, radio, pager, video, facsimile, cell phones, wireless assistants, etc.

3. AUTHORITY

- a. 42 U.S.C 2473(c)(1), Section 203(c)(1), of the National Aeronautics and Space Act of 1958, as amended.
- b. 40 U.S.C. 1401, et seq., Section 808 of Public Law 104-208, the Clinger-Cohen Act of 1996 [renaming, in pertinent part, the Information Technology Management Reform Act (ITMRA), Division E of Public Law 104-106].
- c. OMB Circular A-130, Management of Federal Information Resources, Information Technology Management Reform Act of 1996.
- d. 18 U.S.C. 799, et. seq., Violation of Regulations of National Aeronautics and Space Administration.
- e. NPD 2540.1, Use of Government Telephones.

4. REFERENCES

All references are assumed to be the latest unless specified otherwise.

- a. NPD 2800.1, Managing Information Technology.
- b. NPG 2800.1, Managing Information Technology.
- c. SPG 2800.1, SSC Information Technology Resources Usage Policy.

5. RESPONSIBILITY

- a. Information Management Division. The Chief, Information Management Division, Center Operations Directorate is responsible for the development, implementation, and management of this SPD.

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b. SSC Directors, Managers, and Supervisors. SSC Directors, Managers, and Supervisors are responsible for:

- (1) Planning, approving, and managing the acquisition and use of IT under their direct management control.
- (2) Ensuring that requested IT resources and services are justified and are the minimum level necessary to fulfill requirements.
- (3) Obtaining the approval of the appropriate Cost Center Funding Authority for the acquisition of requested services and incurring of associated charges.
- (4) Assuring compliance with Federal regulations, NASA/SSC directives.
- (5) Periodic review of provided services and resources for continuing need and/or revalidation of requirements.
- (6) Prompt cancellation of services upon changes in requirements, user responsibility, personnel transfers and terminations, or when resources are no longer needed.

6. MEASUREMENTS

A annual audit will be performed to determine types and distributions of services. Services may be added, changed or reworked accordingly.

7. CANCELLATION

None

This policy and its Attachment will remain in effect until revised or rescinded as dictated by requirements.

Original on File

Michael Rudolphi
Interim Director

ATTACHMENT

Attachment A - Approved Institutionally Funded Levels of Service for Position Responsibilities and Requirements.

DISTRIBUTION

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Attachment A
Approved Institutionally Funded Levels of Service
For Position Responsibilities and Requirements¹

Position	Phone Options	Cell ²	FTS	Desktop	Fax	Local Printer	Radio ³	Pager ³	Video Drop	Enhanced Desktop Options ⁴	DS	WA ⁵	FTS ² Calling Card
CD/CDDR	PH2 / Speaker, Display	Y	Y	SE1	O	O	O	O	Y	Y	Y	Y	Y
PM	PH2/Speaker, Display	N	Y	SE1	O	O	O	O	Y	N	O	N	N
Division Chief	PH2 / Speaker, Display	N	Y	SE1	N	N	N	O	N	N	N	N	Y
Branch Chief/Ofc. Lead	PH2 / Speaker, Display	N	Y	SE1	N	N	O	O	N	N	N	N	Y
CDDR Secretary	PH2/Speaker, Display	N	Y	SE1	Y	Y	N	N	N	Y	N	N	N
Secretary	PH3 Includes Speaker & Display	N	Y	SE1	Group Y	Y	N	N	N	N	N	N	N
Desk Employee	PH2	N	O	SE1	N	N	O	O	N	N	N	N	N
Field Employee	N	N	N	N	N	N	O	O	N	N	N	N	N
Conference Room	PH1/ Speaker or PH4	N	O	SE1	N	N	N	N	Y	N	N	N	N

¹ Requirements for services other than those depicted must be fully justified and validated. Such requests will be addressed and approved on a case-by-case basis.

² Cell Phones and Calling Cards are only issued to NASA employees for official government business.

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³ Personnel may be issued either a Radio or a Pager but not both.

⁴ Including but not limited to flat panel monitors, DVD Drives, CD/RW or other items that adds to the basic seat price

⁵ Personnel may be issued either a cell phone or a WA with cell phone capability but not both.

KEY

PH1, PH2, PH3, and PH4 are types of telephones with specific associated features or services. Detailed descriptions may be found on the ODIN web page.

DS is docking station configuration

WA is Wireless Assistant with or without cell phone capability

Cell is a cellular telephone.

Y is Yes the service is provided if required.

N is No the service is not provided unless specifically approved.

SE1 and SE2 are types of desktop computers. Detailed descriptions may be found on the ODIN web page.

O is an Optional service provided if approved by the employee's technical and funding approving authorities.

Group indicates that this service may be installed in a group area and is intended for use by that group.

CD is Center Director.

CDDR is Center Directors Direct Report (and Deputies).

PM is Project Manager.